

CLASS SPECIFICATION

SAN DIEGO CITY CIVIL SERVICE COMMISSION

SENIOR BENEFITS REPRESENTATIVE

DEFINITION:

Under direction, to supervise the work of a group of Benefits Representatives performing specialized and complex employee benefits work; to resolve the more complex and sensitive problems and issues; and to perform related work.

DISTINGUISHING CHARACTERISTICS:

This is the first level supervisory class in the Benefits Representative series. Incumbents of this class typically supervise a group of clerical subordinates, including one or more Benefits Representatives II performing a variety of employee benefits functions.

*** EXAMPLES OF DUTIES:**

- Plans, directs and supervises subordinates performing a variety of employee benefits functions involving interpreting plan documents and IRS guidelines, interacting with employees and providers, performing complex calculations for withdrawals, paybacks, and claims reimbursements;
- May participate in the work of the section;
- Resolves the more complex and sensitive account and public relations problems;
- Researches and corrects processing errors;
- Maintains quality control by spot-checking work performed by subordinates;
- Develops, reviews and modifies work procedures for the unit;
- Selects, schedules and trains subordinates and rates their work performance;
- Maintains records and prepares reports.

MINIMUM QUALIFICATIONS:

Please note: the minimum qualifications stated below are a guide for determining the education, training, experience, special skills, and/or license which may be required for employment in the class. These are re-evaluated each time the position is opened for recruitment. Please refer to the most recent Job Announcement for updated minimum qualifications.

Three years of full time clerical experience, including one year of experience performing a variety of benefits-related clerical work at a level of responsibility equivalent to the City of San Diego's classification of Benefits Representative I or higher.

- * **EXAMPLES OF DUTIES** performed by employees in this class. The list may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.